

## **Budget Billing**

### **Average Payment Plan**

#### **FAQs – Frequently asked questions**

**Q. Who is eligible for the Budget Billing Plan?**

A. All residential and small general service customers with account balance of zero and at least one prior year of billing history are eligible to participate in the Budget Billing Plan.

**Q. What are the advantages of this plan?**

A. Although there are no cost savings with this plan, Budget Billing allows you to spread your energy costs evenly throughout the year and avoid seasonal highs and lows on your bill.

**Q. How do I get on the Budget Billing Plan?**

A. You may apply by contacting Customer Service (206) 684-3000, Budget Billing (206) 684-3345 or on the web [seattle.gov/light/budgetbilling](http://seattle.gov/light/budgetbilling)

**Q. How do you calculate my Budget Billing payment?**

A. Payment amounts for metered electricity services are based on an average of the charges over the past 12 months. For example, if the actual 12-month charge were \$1,200, your bimonthly payment amount would be \$200. You may pay half by the due date and the other half in 30 days.

**Q. Will my Budget Billing amount change?**

A. All Budget Billing accounts are recalculated every 12-14 months. The new amount is based on the actual metered electricity charges for the previous year and will include any actual account balance. For example, if your bills total \$1,200 and your actual account balance is \$200, your new bi-monthly Budget amount would be

$$\$1,200 + \$200 = \$1,400 \text{ divide by } 6 = \$233.34$$

If you were billed monthly your new Budget amount would be

$$\$1,200 + \$200 = \$1,400 \text{ divide by } 12 = \$116.67$$

Adjustments may be necessary during the year if usage or an electric rate change occurs.

**Q. Will there be any other charges on the bill?**

A. In addition to charges for metered electricity services, your bill may include non-metered services such as streetlights, fees applicable to your account, loans, contributions to Project Share and Green Power. The individual amounts will be itemized on the bill in the "Other Charges" section under "Detailed Billing Information".

**Q. How do I remove my account from the Budget Billing plan?**

A. At any time, you may contact Customer Service (206) 684-3000 or Budget Billing (206) 684-3345 to request that your account be removed from the Budget Billing plan. Upon removal, the actual account balance becomes due in full. Once removed from Budget Billing, you will be required to wait for one billing cycle before you can be added back to the Budget Billing plan.

**Q. What happens if I miss a Budget Billing payment?**

A. If your Budget Billing account becomes past due, your account will be reviewed and may be removed from the Budget Billing plan. Upon removal, the actual account balance becomes due in full.

**Q. How do I keep track of my actual account balance?**

A. Your account balance is displayed on your bill as “Actual Account Balance.” Refer to #1 on the Budget Bill example.

**Q. Can I make automatic bill payments?**

A. Yes, you may set up recurring payment online by logging into your account (or creating a new account) at [seattle.gov/light/ebill](http://seattle.gov/light/ebill).

